

# Social and Family Services

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## All about Ontario's social services

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## Who can be helped?



People seeking help are often not aware of what services are available to them in Ontario, or where to obtain these services.

Social services mean more than a monthly allowance cheque. Ontario's social services protect children and counsel their parents, offer residential programs for children, young people and the elderly, supply personal and community services, rehabilitate people to lead useful and happier lives, as well as provide financial assistance to those in need.

All the services in this pamphlet are funded by the Department of Social and Family Services, in conjunction with the federal government, local municipalities, and many private agencies and organizations receiving public supervision and support.

## Financial Assistance

*Family Benefits* is the monthly provincial allowance to assist persons who are not likely to be able to work for a long time, and who are in financial need.

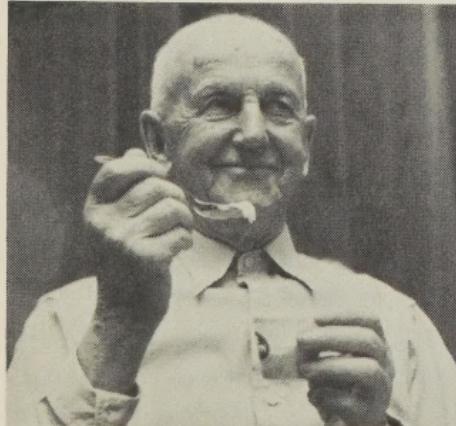
Those served by Family Benefits include mothers with dependent children, the disabled, families where the father is permanently unemployable and the aged. The amount of each allowance depends on a calculation of three items: the applicant's budgetary requirements for daily living, the amount of liquid assets on hand, and the amount of income, if any. A person may be eligible if his budgetary living costs exceed his income, and his liquid assets are within the allowable limits. Family Benefits includes a monthly allowance, medical and hospital benefits and dental care for families with children. To apply for Family Benefits, contact one of the local offices of the Department of Social and Family Services.

*General Welfare Assistance* is the assistance program administered by municipalities to help persons in temporary financial need because of unemployment, illness or other distress. General Assistance consists of an allowance paid to single persons and heads of families who are in need; payments made on behalf of persons unable to meet the full costs of care in proprietary, licensed nursing homes; payments to meet the costs of pro-

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viding meals and shelter for transients or homeless persons; or payments to a foster mother for the maintenance of a foster child. Special Assistance covers the costs of prescribed drugs, dental or optical services, travel and transportation, funerals, or prosthetic appliances. Supplementary Aid, up to \$20 per month to a recipient of other governmental allowances, such as Family Benefits or Old Age Security, meets the costs of the same extraordinary needs as Special Assistance, plus other needs, such as high rent. Both Special Assistance and Supplementary Aid are provided at the discretion of the municipality.

Apply for General Assist-



ance, Special Assistance, or Supplementary Aid at your local municipal social services or welfare office. Where there is no municipality, apply to the nearest Regional Office of this Department.

*The Board of Review* hears appeals by recipients of Family Benefits, General Welfare Assistance or Vocational Rehabilitation Services, who feel that they are entitled to assistance and have been refused or are entitled to a higher amount. Write to:

Chairman,  
Board of Review,  
Macdonald Block,  
Queen's Park,  
Toronto, Ontario

### **Help Through Counselling**

Family Services provides individual, family and group counselling, and practical support services to applicants and recipients of public assistance, to help with financial management, personal, family and marital problems. Family Services units are located in several of the Regional Offices of the Department of Social and Family Services. The Department provides financial and advisory help to credit counselling agencies in Ontario.

In addition, many municipalities give counselling services for recipients of General Welfare Assistance and for other low income persons. Contact your local municipal social

services or welfare office for more information.

Many private agencies also offer counselling services for people with personal or family troubles, or budgeting or debt problems. This service is for everyone in the community, regardless of income. Fees are usually based on ability to pay. For information on private counselling agencies, contact our Regional Office, your local municipal social services office, or local social planning council.

## Child Protection and Care

Protection is provided for those children whose parents are unable to care properly for them by 50 Children's Aid Societies, located in every area of the province. The Societies aim to keep the child with his parents wherever possible, trying to improve the home situation through guidance and counselling. If children must be taken into Society care, they are placed in temporary foster homes or group homes

until they can be safely returned to their parents or adopted. Unmarried mothers can receive extensive counselling and help before and after childbirth. Adoptions are handled by the Children's Aid Societies, providing services for both the children and prospective adoptive parents. Persons wishing to adopt a child, or who are interested in the protection or care of children, or services to unmarried parents should contact the Children's Aid Society in their area.

## Day Care

Day nurseries provide day care for children under ten years of age for all day, part of the day, or after school in licensed setting supervised by staff specially trained in the care of children. All day nurseries in Ontario run by municipalities or by private groups are licensed by the Department of Social and Family Services. The Department provides grants to municipalities to build new nurseries or renovate existing ones. Family day care is a system of private home care provided by individuals in their own homes, supervised by an agency or by the municipality. Persons unable to pay the full fees for day care



may be assisted by the municipality and this Department if the child is in a municipally-operated day nursery or family day care program, or in a privately-operated day nursery that has an agreement with the municipality. To find a day nursery or family day care program in your area, check with the local municipal social



service office, community information centre, or local social planning council. For day care with fees geared to income, check with the municipality. If there is no supervised day care in your area, private home care is an alternative. A booklet is available from the Department of Social and Family Services to assist parents in the choice of a good private day care home.

## What About Older People?

Homes for the Aged are designed for those over 60 years of age who need help and care in their daily living. Homes for the Aged in

Ontario are run by municipalities and by non-profit charitable groups, and are supported and subsidized by the Department of Social and Family Services. Homes provide facilities for ambulatory or normal care, bed care, and special care for the senile or mentally confused, and offer all the physical comforts of a family home, attentive care in pleasant surroundings, and programs of recreation and therapy. Fees are charged according to the resident's ability to pay. Admission to the Home is either directly through the Home for the Aged, or a municipal social services department, in the case of municipally-run Homes. It is advisable that applicants visit the Home before they make formal applications. A directory of Homes for the Aged in Ontario is available from the Department of Social and Family Services.

Elderly persons who are eligible for admission to a Home for the Aged may prefer to live in a private home in their local community. Foster homes are made available by interested persons, and offer a home-like atmosphere for up to six residents. Foster homes

receive guidance from a nearby Home for the Aged, and the elderly guest can benefit from many of the Home's services. Vacation care and day care are two other services of the Homes for the Aged program which may benefit those living in the community.

Elderly Persons Centres serve senior citizens living in the community, with a variety of recreational and social programs and daily activities, and help with personal matters. Private organizations and municipalities operate elderly persons centres in many Ontario communities, with financial help from the Department of

A list of these clubs can be obtained from your local social planning council, information centre, or municipal recreation department. For information on how to establish a Home for the Aged or Elderly Persons Centre, contact Homes for the Aged — Office on Aging Branch, Ontario Department of Social and Family Services, Toronto.

### **A Place for Young People**

Residential services for children and young people in Ontario are built and operated by private charitable organizations, such as religious or fraternal groups with assistance and supervisory advice from the Department of Social and Family Services. Residences for children include group homes for normal to moderately disturbed children, and children's boarding homes for troubled, physically or mentally handicapped children. Homes for Retarded Persons care for either retarded children or retarded adults. These homes are usually associated with a workshop or another type of training program, such as a farm or



Social and Family Services. A list of elderly persons centres is available from the Department. In addition, there are about 700 senior citizens clubs in Ontario, which also provide a social and recreational program.



small industry. Homes for unmarried mothers offer shelter, and provide helpful supportive services, including education, counselling and guidance. Youth residences care for troubled young people, those in difficulty with the law, or those who are unable to live in their own homes. For more information contact: the Department of Social and Family Services, Children's and Youth Institutions Branch, Toronto.

### **Would a Visiting Nurse or Homemaker Help?**

Visiting homemakers provide housekeeping and care services to elderly, handicapped and convalescent persons, and to families where the mother is absent or unable to manage the household. The visits of a nurse can be arranged if nursing attention is required. For those unable to pay for such a service, the Province and the municipality

share the cost. Apply for visiting homemakers and nurses services to your local municipal welfare or social services office, or directly to the agency involved.

### **Rehabilitation for the Handicapped**

Vocational Rehabilitation Services of the Ontario Department of Social and Family Services provide the mentally, physically or emotionally handicapped with treatment, counselling, or training that will restore them to health, and where possible, enable them to become self-supporting. The first step in vocational rehabilitation is assessment to determine the type and extent of services required. Restorative medical services may be provided and counselling can help the individual choose the type of work that he would best perform. Vocational training is arranged in technical and vocational courses, either as part of a School program or on-the-job experience. After training, the person is assisted to find satisfactory work in the professions, self-employment, homemaking, farming, or in a sheltered workshop. Assessment, counselling, training and job placement, and follow-

up services are provided without charge. The client, if he is able, may be expected to pay for the needed medical services. In addition, trainees may receive a living allowance during the rehabilitation period. Assistance is given to organizations which serve the disabled, in order to co-ordinate their activities and stimulate their growth, and thereby ensure a comprehensive network of services to all disabled persons in the Province.

The Department of Social and Family Services provides grants towards the cost of operating rehabilitation workshops.

In addition to operating grants, financial assistance is provided to organizations which operate rehabilitation workshops. Grants of up to 25% of the cost are made to assist with the capital costs of construction, acquisition, alterations, renovations, cost of land and equipment. For more information on Vocational Rehabilitation Services, contact one of the Regional Offices of the Department of Social and Family Services listed on the back of this brochure.

## Residential Services

Many people need the special services of half-way houses which are operated by private charitable organizations with the supervision and financial support of the Department. These half-way houses may be for released prisoners. The Department also supports half-way houses for alcoholics, in close liaison with health detoxification centres.

Special residences provide a home-like setting for persons handicapped by the long-term effects of conditions such as cerebral palsy. Blind persons may reside in homes administered by the Canadian National Institute for the Blind, where they may benefit from programs of therapeutic work and training and retain their independence. For information on special residences contact the Department of Social and Family Services, Adult Residential Services, Homes for the Aged Branch.



## Ontario Legal Aid Plan

Ontario's Legal Aid Plan, which is administered by The Law Society, ensures that no resident of Ontario is denied legal representation because of a lack of money. This legal representation is available in criminal cases and appeals, and certain civil proceedings. The Department of Social and Family Services administers a test for legal aid assistance, based on need. A needs test is applied to determine if a person can pay all, part or none of the costs of legal aid. If the application is approved, the case may be handled by any lawyer who participates in the Ontario Legal Aid Plan. Application for Legal Aid can be made to any lawyer in the province or to the Area Director of Legal Aid listed in your telephone directory.

## For More Information

In addition to the social services mentioned here, the Ontario Government provides many services through other departments. There is low-rental housing (Ontario Housing Corporation), care and treatment for the mentally retarded (Health), resi-

dential treatment facilities for children suffering from mental or emotional disorders (Health), proprietary nursing homes and extended care facilities (O.H.S.C. - Health), training schools (Correctional Services), and help for community organizations (Provincial Secretary and Citizenship). If you have any questions about



Ontario's social services concerning a specific program administered by this Department of Social and Family Services, or for help in locating the correct government department or private agency you need, ask at our Regional Office closest to you or contact:

Communications Branch  
Ontario Department of  
Social and Family  
Services,  
7th Floor, Hepburn Block,  
Queen's Park, Toronto,  
Telephone 365-7252

## Where to go to apply for help

ALEXANDRIA  
28 Main St. 525-3524

ARMSTRONG  
Lands and Forests District  
Bldg. Armstrong 20

BANCROFT  
Hastings Centennial Manor  
Lot 2, Concession "A"  
Box 99. 332-3410

BARRIE  
110 Dunlop St. E.  
Box 218. 726-8250

BELLEVILLE  
Room 2, 14 Bridge St. W.  
Box 816. 968-3506

BRACEBRIDGE  
Box 838, Court House  
645-2991

BRAMPTON  
Ste. 506, 24 Queen St. E.  
459-7135

BRANTFORD  
100 Wellington Sq. 756-5790  
BROCKVILLE  
51 King St. E. 345-1200

CHATHAM  
Weymar Building  
48-Fifth St.  
Box 685. 352-5040

COCHRANE  
171 Fourth St.  
Box 1498. 272-4846

COLLINGWOOD  
144 Hurontario St.  
445-4461

CORNWALL  
132 Second St. E.  
Box 1358. 932-3381

DRYDEN  
32 King St.  
Box 490. 223-2241

FORT FRANCIS  
240 Scott St.  
Box 760. 274-9847

GALT  
63 Ainslie St. N. 623-1230  
GERALDTON  
Office No. 1, 1411 Main St.  
Box 1029. 854-1840  
GUELPH  
5 Douglas St.  
Gummer Bldg. 822-7500

HAILEYBURY  
Court House  
Box 218. 672-3501  
HAMILTON  
Ste. 525, 135 James St. S.  
Box 870. 528-9884  
HEARST  
631 Front St.  
Box 1348. 362-4238

KEEWATIN  
104 Government Rd.  
Box 429. 547-2801  
KINGSTON  
797 Princess St.  
Box 970. 544-6206



KIRKLAND LAKE  
44 Prospect Ave.  
Box 398. 567-3391  
LEAMINGTON  
38 Erie St. N.  
Box 127. 326-2511  
LINDSAY  
Ontario Government Bldg.  
324-6121 Ext. 51  
LONDON  
764 Dundas St. E.  
433-2821

MOOSONEE  
First St. Box 160. 336-2905

NORTH BAY  
Ste. 408, 222 McIntyre St. W.  
Box 327. 474-3540

OAKVILLE  
345 Lakeshore Blvd. E.  
844-1221

OSHAWA  
200 John St. W. 576-9001  
OTTAWA

2197 East Riverside Dr.  
Pebb Bldg. 737-5520

OWEN SOUND  
347 Ninth St. E. 376-1951

PARRY SOUND  
8A Sequin St.  
Box 305. 746-2717  
PEMBROKE  
207 Renfrew St. 732-2631  
PERTH  
Sunset Blvd.  
P.O. Box 111. 267-2504  
PETERBOROUGH  
139 George St. N. 742-9292

RED LAKE  
Ontario Government Bldg.  
Box 827. 517  
RENFREW  
315 Raglan St. S. 432-4809

SARNIA  
700 North Christina St.  
Room 207. 344-2405  
SAULT STE. MARIE  
123 March St.  
P.O. Box 68. 256-5666  
SHELBURNE  
115 Owen Sound St.  
Box 36. 925-3319



SIOUX LOOKOUT  
110 Front St.  
Box 338. 737-3813  
SOUTH RIVER  
266 Ottawa St.  
Box 161. 386-2571  
ST. CATHARINES  
15 Church St.  
Box 176. 685-8423  
STRATFORD  
380 Hibernia St. 271-1530  
STURGEON FALLS  
Drawer 160, Main St.  
753-1611  
ST. THOMAS  
Ste. 2, 300 Talbot St.  
631-3032  
SUDBURY  
127 Cedar St.  
Drawer 1120  
674-3151 Ext. 271  
THUNDER BAY  
1111 Victoria Ave.  
622-3934  
TIMMINS  
96 Balsam St. S.  
Box 612. 264-9407  
TORONTO  
110 Eglinton Ave. W.  
487-4392  
WATERLOO  
75 King St. S., 5th Floor  
Waterloo Square. 579-3130  
WINDSOR  
374 Ouellette Ave.  
254-9231  
WINGHAM  
Box 510. 357-3370

VF ONTARIO



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The Honourable Rene Brunelle,  
*Minister*

M. Borczak,  
*Deputy Minister*